

Hoosier Healthwise Member Satisfaction Survey Project							
Modified 2004 CAHPS 3.0H Medicaid Child Survey							
Q56f. In the last 12 months, did your child get any new prescription medicine or refill a prescription for your child?							
		PCCM vs. RBMC		BY INDIVIDUAL PLAN			
	Total	PCCM	MCO's	Harmony	MDWise	MHS	PCCM
Yes	977	303	674	227	210	237	303
	58.2%	65.6%	55.4%	55.8%	52.1%	58.4%	65.6%
No	701	159	542	180	193	169	159
	41.8%	34.4%	44.6%	44.2%	47.9%	41.6%	34.4%
Q56g. In the last 12 months, how much of a problem, if any, was it to get your child's prescription medicine from your child's health plan?							
		PCCM vs. RBMC		BY INDIVIDUAL PLAN			
	Total	PCCM	MCO's	Harmony	MDWise	MHS	PCCM
Not a problem	796	263	533	185	173	175	263
	81.6%	87.1%	79.1%	81.5%	82.4%	73.8%	87.1%
A small problem	115	28	87	25	19	43	28
	11.8%	9.3%	12.9%	11.0%	9.0%	18.1%	9.3%
A big problem	65	11	54	17	18	19	11
	6.7%	3.6%	8.0%	7.5%	8.6%	8.0%	3.6%
SUMMARY RATE - Not a problem	796	263	533	185	173	175	263
	81.6%	87.1%	79.1%	81.5%	82.4%	73.8%	87.1%
Q56h. In the last 12 months, how often did you get the prescription medicine your child needed through your child's health plan?							
		PCCM vs. RBMC		BY INDIVIDUAL PLAN			
	Total	PCCM	MCO's	Harmony	MDWise	MHS	PCCM
No Answer	5	1	4	3		1	1
Never	18	2	16	7	2	7	2
	1.9%	0.7%	2.4%	3.1%	1.0%	3.0%	0.7%
Sometimes	77	10	67	18	16	33	10
	7.9%	3.3%	10.0%	8.0%	7.6%	14.0%	3.3%
Usually	101	32	69	26	20	23	32
	10.4%	10.6%	10.3%	11.6%	9.5%	9.7%	10.6%
Always	776	258	518	173	172	173	258
	79.8%	85.4%	77.3%	77.2%	81.9%	73.3%	85.4%
SUMMARY RATE - Usually/Always	877	290	587	199	192	196	290
	90.2%	96.0%	87.6%	88.8%	91.4%	83.1%	96.0%
Hoosier Healthwise - Aggregate Adult Banners							
Modified CAHPS 3.0 H Medicaid Adult Survey							
Q46f. In the last 12 months, did you get any new prescription medicine or refill a prescription?							
		PCCM vs. RBMC		BY INDIVIDUAL PLAN			
	Total	PCCM	MCO's	Harmony	MDWise	MHS	PCCM
Yes	1177	150	1027	262	363	402	150
	60.6%	58.6%	60.9%	52.3%	63.8%	65.2%	58.6%
No	766	106	660	239	206	215	106
	39.4%	41.4%	39.1%	47.7%	36.2%	34.8%	41.4%

Q46g. In the last 12 months, how much of a problem, if any, was it to get the prescription medicine from your health plan?							
		PCCM vs. RBMC		BY INDIVIDUAL PLAN			
	Total	PCCM	MCO's	Harmony	MDWise	MHS	PCCM
Not a problem	850	116	734	197	274	263	116
	72.4%	77.3%	71.7%	75.2%	75.7%	65.8%	77.3%
A small problem	171	22	149	32	43	74	22
	14.6%	14.7%	14.6%	12.2%	11.9%	18.5%	14.7%
A big problem	153	12	141	33	45	63	12
	13.0%	8.0%	13.8%	12.6%	12.4%	15.8%	8.0%
SUMMARY RATE - Not a problem	850	116	734	197	274	263	116
	72.4%	77.3%	71.7%	75.2%	75.7%	65.8%	77.3%
Q46h. In the last 12 months, how often did you get the prescription medicine you needed through your health plan?							
		PCCM vs. RBMC		BY INDIVIDUAL PLAN			
	Total	PCCM	MCO's	Harmony	MDWise	MHS	PCCM
Never	42	2	40	8	15	17	2
	3.6%	1.3%	3.9%	3.1%	4.2%	4.3%	1.3%
Sometimes	150	15	135	35	41	59	15
	12.9%	10.1%	13.3%	13.5%	11.4%	14.8%	10.1%
Usually	166	21	145	47	37	61	21
	14.2%	14.1%	14.3%	18.1%	10.3%	15.3%	14.1%
Always	807	111	696	169	266	261	111
	69.3%	74.5%	68.5%	65.3%	74.1%	65.6%	74.5%
SUMMARY RATE - Usually/Always	973	132	841	216	303	322	132
	83.5%	88.6%	82.8%	83.4%	84.4%	80.9%	88.6%